

Application No.: 09/193,833
Title: METHOD AND APPARATUS FOR
PERFORMING ENTERPRISE EMAIL
MANAGEMENT
Inventor(s): Mark Gainey
Atty. Docket No.: 20115-06977
Sheet 2 of 11

Attributes		
Attributes	Condition	Value
<input type="text"/>	contains	<input type="text"/>
subject	contains	redirect
<input type="button" value="New"/>		

Actions	
Action	Value
redirect	aaa@aaa.com
<input type="button" value="New"/>	

Fig. 2A



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Logo

Icon Icon ?

Save Cancel Save& New Delete Spell check

Category Entry

Name: Job Inquiries

Hot Key: Job

Descriptions:

Template Text: Thank you for contacting us about employment. We will be getting back to you shortly.

Parent Category: root

Recipients View Delete

Keep Thread Ownership Include Incoming Attachments

To (Original sender) To (Original sender)

Fig. 2B



Fig. 3

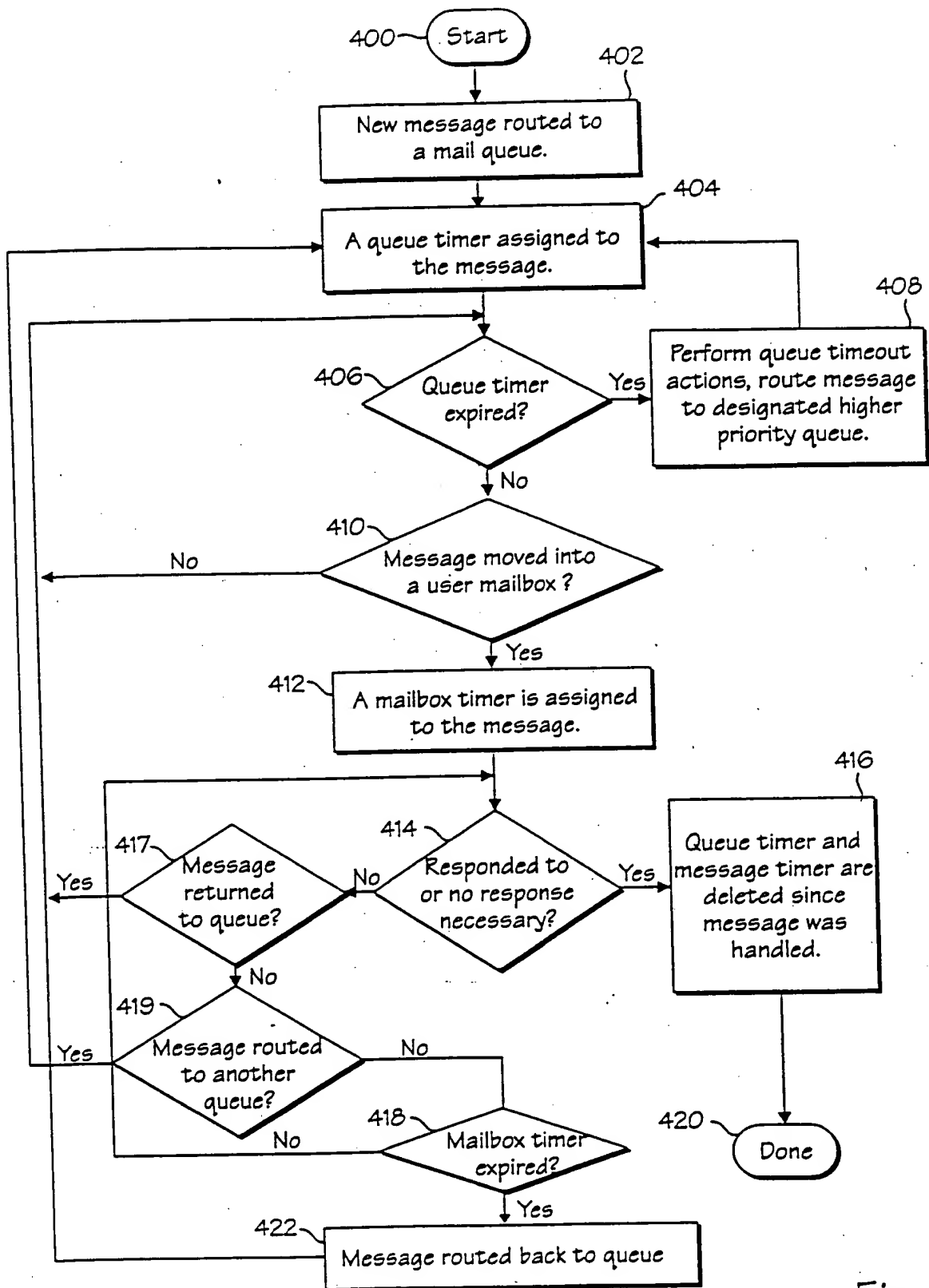
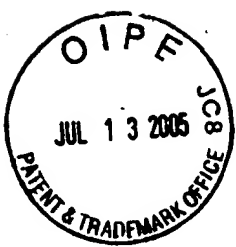

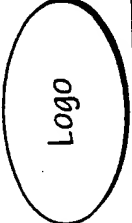





Fig. 4



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Save Cancel Save & New Delete Spell check

User Entry

Name:

Password:

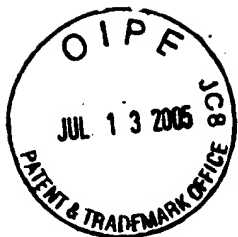
Confirm Password:

Description:

☒ Allow Administrative Functions
☐ Vacation Mode - Mail is routed to:

Queues Assigned Queues

Fig. 5



Logo

Icon ? Icon Icon Icon Icon Icon

More New Find Sender History View Source Note Print No Answer Route Send Categorize

↕

✕

Mail box for Lana Bryan (10 Messages)

	From	Subject	Date	Case
<input type="checkbox"/>	Mike Sherman	Hedge Fund Investment	10/09/98 1228:12AM	4703
<input checked="" type="checkbox"/>	Chris Donohue	help!	10/09/98 1228:13AM	4704
<input type="checkbox"/>	Tracy Hector	Last Minute Changes	10/09/98 1228:14AM	4705
<input type="checkbox"/>	Tracy Hector	Job Connection?	10/09/98 1228:15AM	4706

Incoming Message

Sender history 6

From: Chris Donahue <aaa@aaa.com> General pool

To: bbb@bbb.com>

Date: 10/09/98 12:38 13AM

Subject: help!

Dear Acme-- I recently purchased an ALU-Blaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple of times, but then stops. Do you have any suggestions?

Thanks for your help,

Chris Donahue

Fig. 6



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Assigned Recipients

To: <Original Sender>

To

CC

BCC

Forward

Collaborate

Redirect

<<Remove

View

OK

Cancel

Address Book

Adam Sandler
Andy Administrator
Anna Landau
Curt Customer Service
David Adler
David Prock
Dusta Spark
Engineering
Eric Fabieli
Hogenne Choi
International
Jared Lovell
Jason Cohen
Jason Leversque
Jason Smith
Joe Help
Julie Underacjker
Karen Hulerfbaugh
Karen Quemmen
LE Clubhouse
LE Express
Marcus Kong

Fig. 8

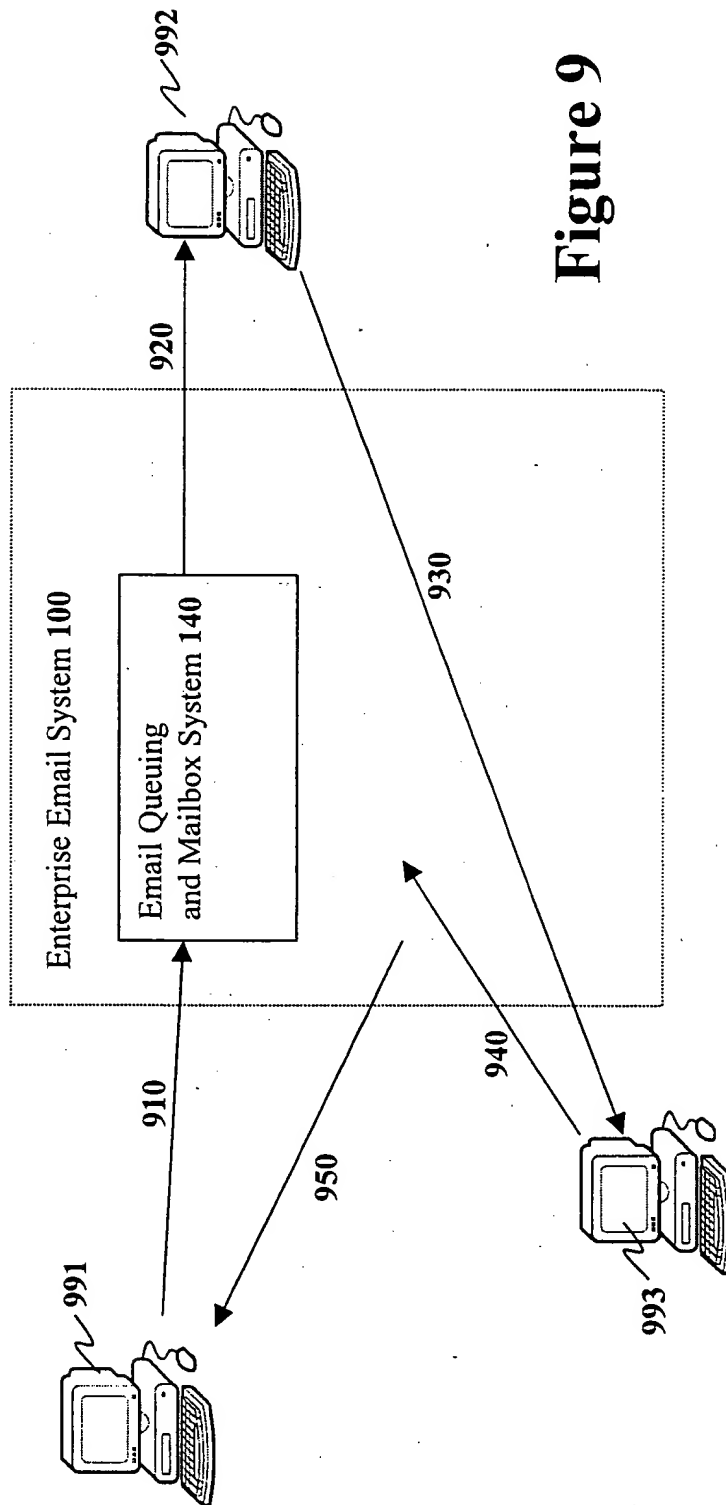


Figure 9

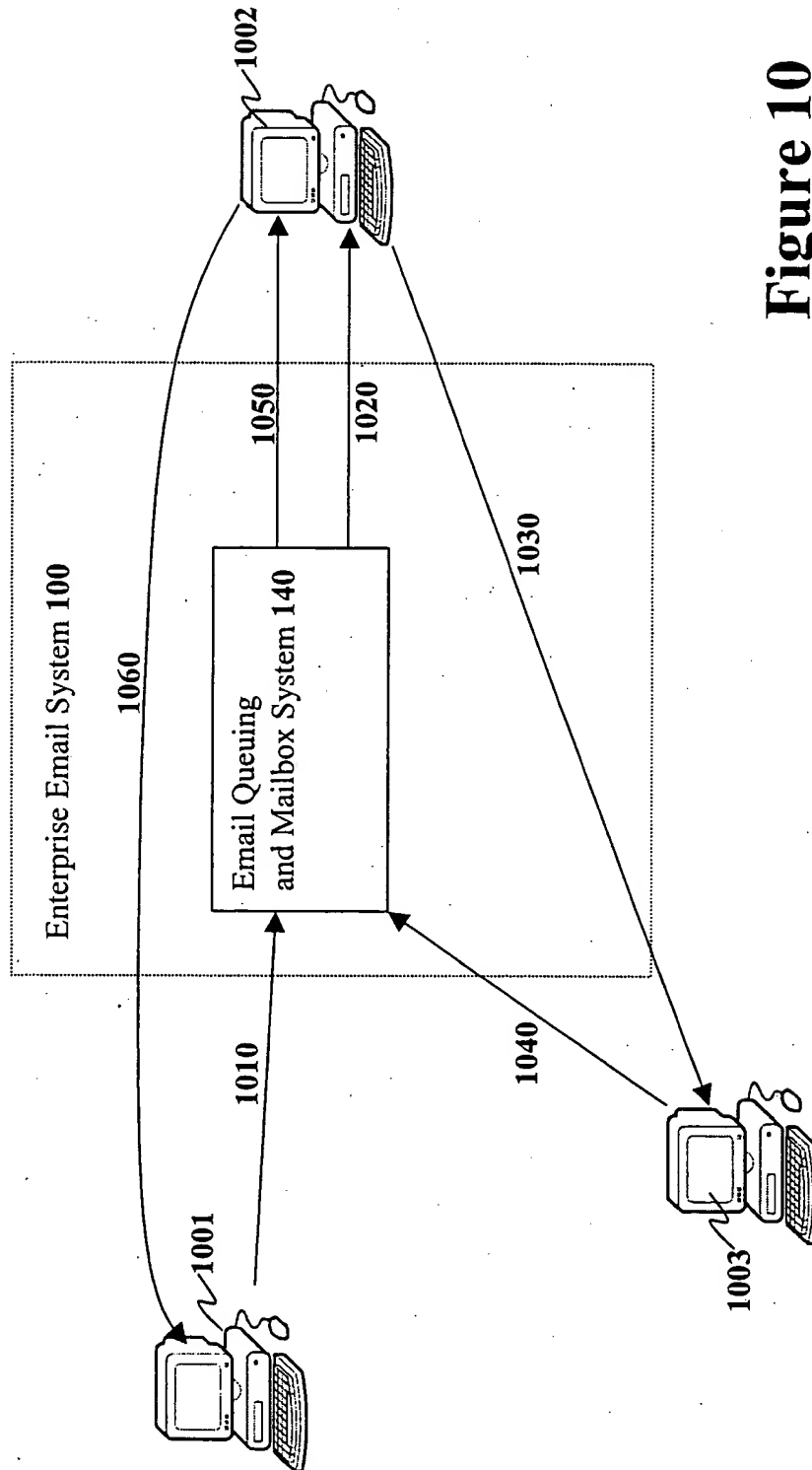


Figure 10